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CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

TITLE: **POLICE PROGRAM SUPERVISOR**

DEFINITION

Under general supervision, to plan, direct and supervise the operations of an assigned section of the Police Department, including but not limited to, Records, Property, Court Services, Alarm Enforcement, Data Entry and Traffic; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This is the supervisory level class in the Police Civilian classification series. Incumbents supervise a variety of difficult and responsible operations of an assigned section of the Department, which involve the application of specialized training and experience gained in the organization or within a law enforcement agency.

REPORTS TO: Varies.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from higher level civilian or sworn Police Department staff. Exercises general supervision over civilian and volunteer staff.

EXAMPLES OF DUTIES

Typical duties may include, but are not limited to, the following:

- Organizes, plans and oversees the day-to-day operations of an assigned work section.
- Assists with line-level functions as necessary to maintain adequate service levels.
- Participates in the selection of staff; assigns and oversees work, provides direction and indirect supervision; writes performance evaluations; investigates complaints; maintains discipline and initiated corrective action; and promotes a positive work environment.
- Participates in the development of section related goals, objectives, policies and procedures;
- Implements and maintains operational procedures consistent with established practices and government/Penal Code requirements.
- Develops and implements training programs for assigned personnel and oversees training of new staff; institutes procedures to ensure accuracy; modifies or recommends modifications to systems or processes to improve accuracy and efficiency.
- Receives and responds to difficult customer service inquiries and complaints; responds to inquiries and provides assistance to department personnel regarding section activities and procedures;
- Acts as a liaison to other law enforcement agencies regarding section related responsibilities; and keeps superiors informed of events that may have an impact on the department or City.
- Completes assigned routine and administrative tasks; prepares work schedules; completes payroll documents; drafts staff reports; codes invoices; tracks financial accounts; manages inventory; and obtains/compiles bids for goods or services.

- May act in the absence of the section manager.
- Analyzes, develops, recommends and implements improvements in procedures and processes through chain of command.
- Supervises and participates in the use of various computer applications to obtain and input information from reports and records.
- Supervises the release of information to the public and other agencies in accordance with applicable codes, regulations, laws and departmental policy.
- Establish and maintain a Standard Operating Procedures Manual for assigned section.

In addition, when assigned to Records:

- Serve as working shift supervisor, oversee and participate in all phases of police records, maintenance and management, including taking and processing complaints and other reports from the public.

In addition, when assigned to Property:

- Serve as working supervisor, oversee the accountability for and disposition of, found property and physical evidence.
- Process court orders relating to the handling and/or release of property and evidence.

In addition, when assigned to Court Services:

- Act as a liaison between the Courts and District Attorney's Office to enhance communication and cooperation between agencies.

In addition when assigned to Alarm Enforcement:

- Oversee and administer the local ordinance and laws relating to false alarms and permit procedures.

In addition, when assigned to Traffic:

- Oversee and coordinate the Department's parking support staff; traffic education and crossing guards.

In addition, when assigned to Data Entry:

- Oversee and supervise the data entry operations; develop and publish statistical crime reports, research and resolve police report discrepancies.

QUALIFICATIONS

Knowledge of:

- Organization, procedures and practices of the Criminal Justice System.
- Knowledge of applicable laws, codes and regulations for assigned section.
- Principles of supervision, training and performance evaluation.
- Modern office practices, procedures, machines and equipment.
- Law enforcement computer systems.
- Business correspondence and effective writing techniques.
- Police records, electronic databases and information systems.

- When assigned to Traffic, working knowledge of City traffic laws, codes, regulations and policies relating to parking and traffic.

Ability to:

- Plan, organize, assign, review and prioritize workload of self and others.
- Supervise, train and evaluate the work of an assigned staff.
- Identify problems, secure information and effect solutions.
- Compile and prepare reports.
- Review and adjust the work flow, procedures and/or assignments to meet goals.
- Communicate effectively, both orally and in writing.
- Comprehend, interpret, apply and explain laws, codes, regulations and policies and procedures as related to assigned section.
- Exercise independent judgement.
- Establish and maintain effective working relationships with those contacted in the course of work including other employees and officials; the public and other agencies.
- Maintain and ensure the confidentiality of privileged information.
- Use personal computers, electronic databases and information systems.
- Deal constructively with conflict and develop effective resolutions.
- Work overtime, on-call and/or rotating shifts as required including holidays, evenings and weekends.
- Operate a forklift (if assigned to the Property section).

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to an Associate of Arts Degree (60 semester units or 90 quarter units) from an accredited college or university with major course work in Administration of Justice, business or public administration, or a closely related field.

Experience: Four years of increasingly responsible experience performing specialized technical duties related to police support services in a law enforcement agency.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENT

Possession of an appropriate, valid class "C" California Motor Vehicle Operator's License.

Possession of, or ability to obtain, a Department of Justice Certificate as a Trainer for full operator use of the Law Enforcement Telecommunications Systems is highly desirable.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Police Program Supervisor

TO: Police Records/Information Manager